

Medtronic

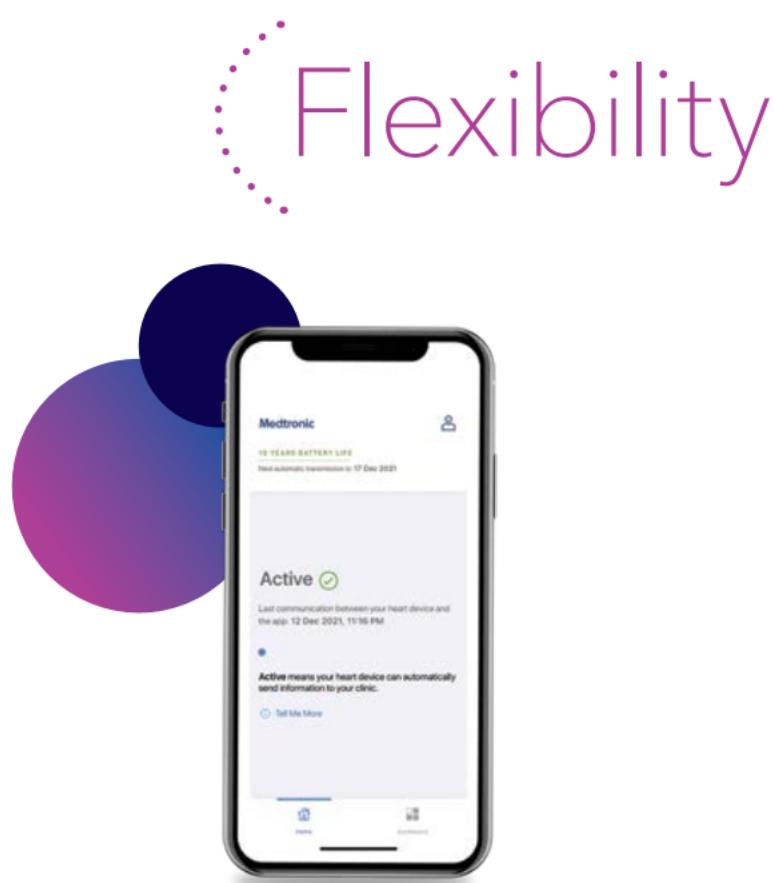
Get started with the MyCareLink Heart™ mobile app



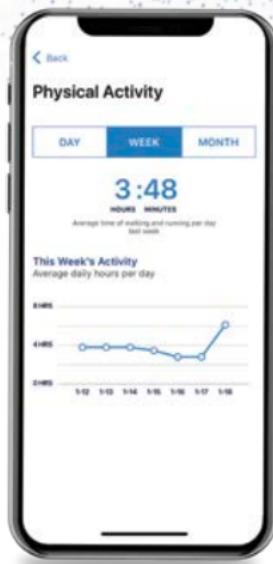
Why should I choose app-based remote monitoring?

Today, millions of people who have heart devices are monitored remotely by their doctors. Remote monitoring may:

- Give you peace of mind and improve your quality of life¹⁻⁴
- Mean fewer hospital visits and save you time^{1,5,6}
- Help you feel more confident and reassured as you stay connected to your care team^{2,4}



With connectivity information, transmission confirmation, and reminders, the MyCareLink Heart™ app helps make sure that you're connected to your care team.



The app shares selected information with you, such as physical activity or device longevity.

and connectivity



You can find information about living with your heart device, as well as resources for additional education.

How does it work?



Step 1. Schedule

Your doctor's office schedules dates that they will receive information from your device.



Step 2. Send

Device information is automatically sent to your doctor's office based on the pre-set schedule. Depending on setup, your heart device can also send notifications to your clinic when it detects an abnormal heart beat.



Step 3. Review

Your doctor's office reviews the data on a secure website.

91%

patient satisfaction

A large purple circle contains the text "91%" in white, bold font, followed by "patient satisfaction" in a smaller white font. Below the purple circle are two smaller circles: a blue one to the right and a dark blue one below it, all set against a light blue, textured background.

Please visit **medtronic.com/security**
for up-to-date security information.



“ Now I feel more comfortable knowing that my device is being monitored and I can see when the transmission has been sent.



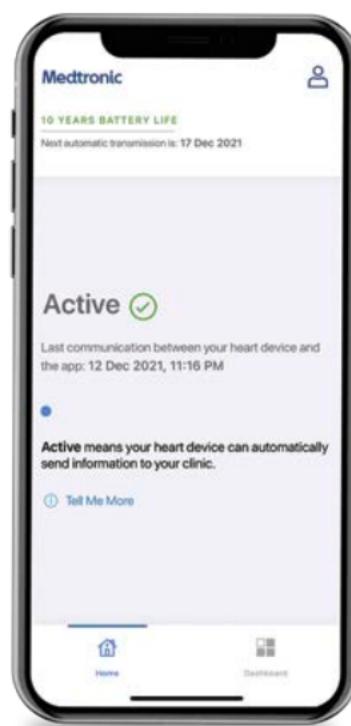
“ This is so easy to understand. The app shows you the way, step by step.

Images are not actual patients. Statements reflect individual experiences. Results may vary.

“ It's a mobile app,
so wherever I go in
the world, it goes with
me. I feel safe, secure,
and I've got freedom.
This is brilliant!



App overview



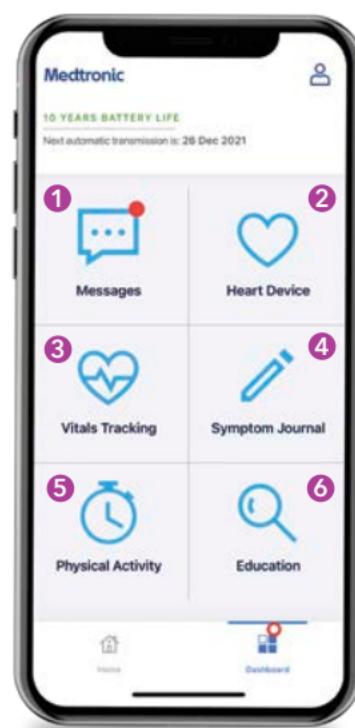
Home page

Connectivity status

The home page displays the connectivity status between the app, your heart device, and your doctor's office.



† Data input here stays on your phone; it does not get sent to your clinic. If you have a medical emergency, you should call 911 or emergency services.



Dashboard page

1 Messages

View important messages about your transmission status and using your app. You can also send a transmission if requested by your doctor's office.

2 Heart device

Find important information about your heart device, such as battery life, implant date, name, and serial number – as well as your clinic's contact number.

3 Vitals tracking

Record your weight and blood pressure to share with your doctor at an in-office visit.[†]

4 Symptom journal

Record your symptoms to share with your doctor at an in-office visit.[†]

5 Physical activity

Check/view your activity levels based on data from your heart device.

6 Education

Find answers to frequently asked questions about living with a heart device.

App installation and setup

This process takes about 15 minutes. For detailed and visual instruction, **scan the QR code to view the YouTube video on how to download and set up the MyCareLink Heart app.**

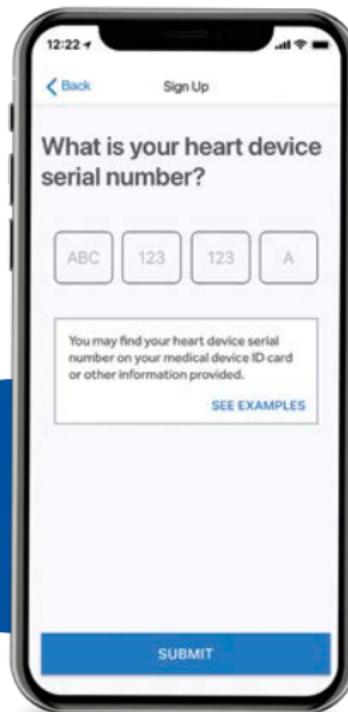
Scan to watch video



Step 1. Prepare

Make sure you have the following:

- Your smartphone or tablet with **Bluetooth®*** turned **on**
- Apple App Store®* or Google Play™* Store **ID** and **password**
- An email address you regularly use
- Your **heart device serial number**, which can be found on your medical device ID card

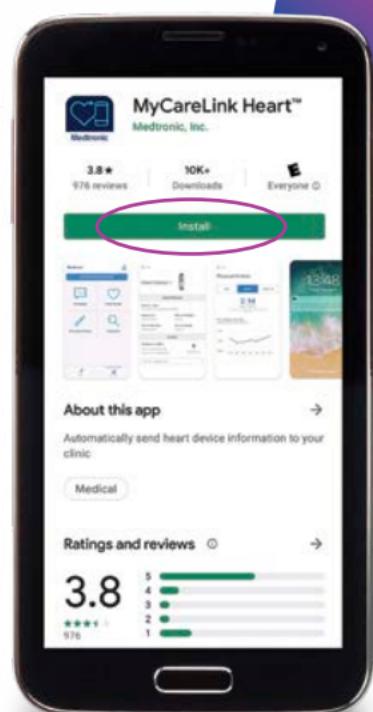
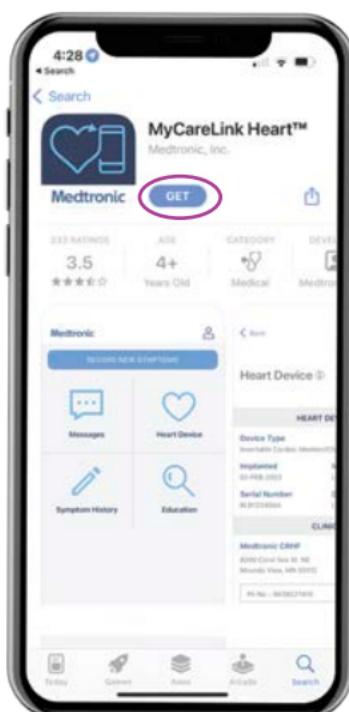


Step 2. Download and install

Scan the QR code below or visit MCLHeart.com/Download. If you don't see the **Get button** (on Apple devices) or **Install button** (on Android™* devices), your device is not compatible. Please contact your physician for other monitoring options.



Scan to
download
the app



App installation and setup

Step 3. Setup

Follow the instructions in the app to connect with your heart device. Here are a few **important actions** to keep in mind during this process:

- Create a password as shown on the screen. You will be asked to enter it again in Step 4.
- The **pairing process** may take up to **six minutes. Please don't interfere** when the app initiates contact with your heart device for the first time. Keep your **Bluetooth enabled at all times**.
- Click **Allow** to receive alerts and important communication from the app. This step can also be completed in your smartphone/tablet settings.

"MCL Heart" Would Like to Send You Notifications

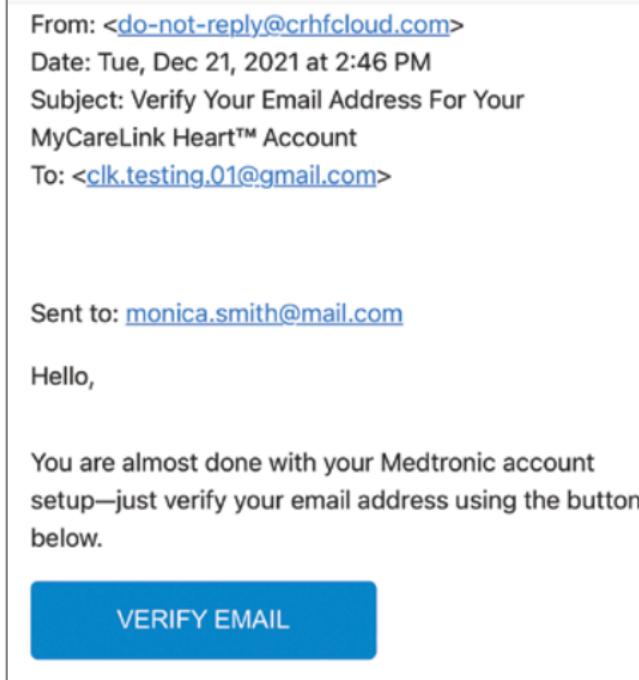
Notifications may include alerts, sounds, and icon badges. These can be configured in Settings.

Don't Allow

Allow

Step 4. Verify email

This last step will complete the setup process. Follow the **Verify email** link as shown, fill in the email address and password from Step 3, then tap **Submit**. The app may take one minute to refresh. Now, you are all set. You will be able to access the features of the app as soon as your clinic adds you to their system.



The image shows a screenshot of an email verification message. The message is from <do-not-reply@crhfcloud.com> on Tuesday, December 21, 2021, at 2:46 PM. It is subject to 'Verify Your Email Address For Your MyCareLink Heart™ Account' and is addressed to <clk.testing.01@gmail.com>. The recipient's email address, monica.smith@mail.com, is listed under 'Sent to'. The message body starts with 'Hello,' followed by instructions: 'You are almost done with your Medtronic account setup—just verify your email address using the button below.' A blue rectangular button at the bottom contains the text 'VERIFY EMAIL' in white capital letters.

From: <do-not-reply@crhfcloud.com>

Date: Tue, Dec 21, 2021 at 2:46 PM

Subject: Verify Your Email Address For Your
MyCareLink Heart™ Account

To: <clk.testing.01@gmail.com>

Sent to: monica.smith@mail.com

Hello,

You are almost done with your Medtronic account setup—just verify your email address using the button below.

VERIFY EMAIL

Things to remember

To make sure that you are connected to your doctor's office:

- Confirm that Bluetooth is turned on.
- Stay connected to the internet through Wi-Fi or cellular data.
- Keep your smartphone or tablet near you for at least three hours a day.
- Keep your app open and running in the background.

You can quickly access helpful resources in the app.

Check out the Education section in the app, where you will find plenty of useful information.





Do you have more questions
about your heart device or
remote monitoring solution?
Call us, we are here to help!

Stay Connected service

1-800-929-4043

7:00 a.m. to 7:00 p.m. CT
Monday-Friday

Frequently asked questions about the MyCareLink Heart app

Can I use the MyCareLink Heart app on multiple mobile devices?

Yes. Before using a second mobile device, you have to pair your first mobile device. You can then use your username and password to log in on your second mobile device. Caregivers can have the app on their phones, too!

Will my heart device interact with other Bluetooth devices? For example, will it interact with the Bluetooth in my car?

Your heart device uses Bluetooth Low Energy, while cars typically use Bluetooth Classic. Cars will not attempt to establish a connection with your heart device and your heart device will not be able to detect Bluetooth Classic transmissions.

Will the MyCareLink Heart app drain my phone battery?

If you normally have Bluetooth turned on, you shouldn't experience any change in the battery life of your mobile device. If you do not normally keep Bluetooth turned on, you may notice a decrease in the battery life of your mobile device while using the app between charges.

How much cellular data does the MyCareLink Heart app use each month?

The app's data consumption (70 MB/month) is equal to about 10 minutes of web surfing per day.

If my mobile device is stolen, what will someone see in the MyCareLink Heart app?

Just like other apps, if your mobile device has Wi-Fi or cellular connection, the data on the app will be available for a viewer to see. It is recommended that you protect your mobile device with a PIN code, fingerprint, or other security features.

Mobile device/operating system compatibility

Mobile device and operating system (OS) requirements to support the MyCareLink Heart app will change over time to ensure reliable monitoring. You may need to update or replace your mobile device or OS to use the app to transfer data between your heart device and the Medtronic CareLink™ network.

Please visit MCLHeart.com for a list of compatible devices.

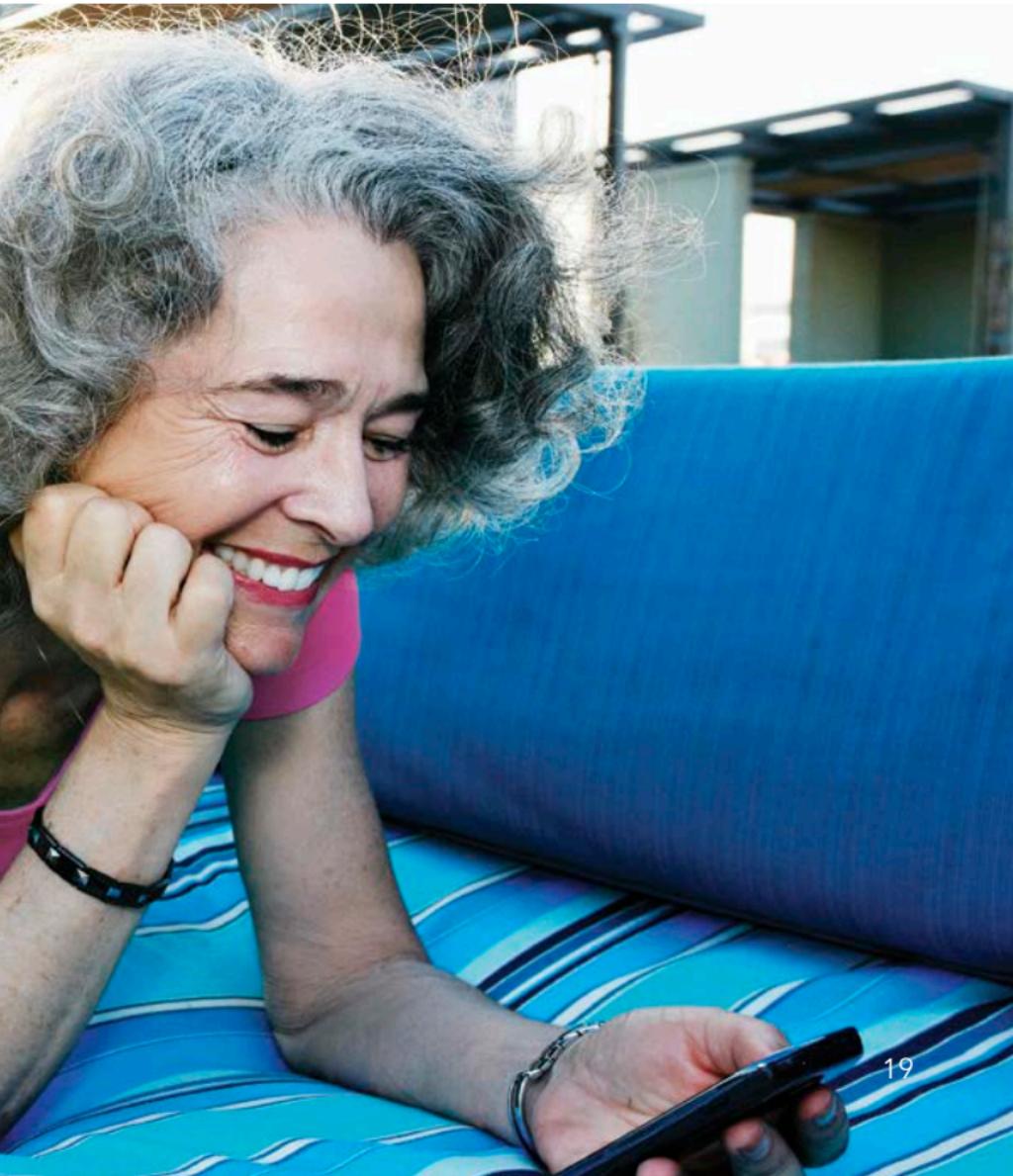
Get heart device answers



If you or a loved one have questions about living with a heart device, please visit HeartDeviceAnswers.com or scan the QR code above. Once on the site, simply type in a word, phrase, or question or explore a list of topics to find the answers you're looking for.



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2. Marzegalli M, Lunati M, Landolina M, et al. Remote monitoring of CRT-ICD: the multicenter Italian CareLink evaluation–ease of use, acceptance, and organizational implications. *Pacing Clin Electrophysiol*. October 2008;31(10):1259-1264.
3. Petersen HH, Larsen MC, Nielsen OW, Kensing F, Svendsen JH. Patient satisfaction and suggestions for improvement of remote ICD monitoring. *J Interv Card Electrophysiol*. September 2012; 34(3):317-324.
4. Ricci RP, Vicentini A, D'Onofrio A, et al. Impact of in-clinic follow-up visits in patients with implantable cardioverter defibrillators: demographic and socioeconomic analysis of the TARIFF study population. *J Interv Card Electrophysiol*. November 2013;38(2): 101-106.
5. Crossley GH , Boyle A, Vitense H, ChangY, Mead RH; CONNECT Investigators. The CONNECT (Clinical Evaluation of Remote Notification to Reduce Time to Clinical Decision) trial: the value of wireless remote monitoring with automatic clinician alerts. *J Am Coll Cardiol*. March 8, 2011;57(10):1181-1189.
6. Crossley GH, Chen J, Choucair M, et al. Clinical Benefits of Remote Versus Transtelephonic Monitoring of Implanted Pacemakers. *J Am Coll Cardiol*. 2009; 54(22):2012-2019.
7. Of patients responding to survey (n=278) question: "How would you rate your satisfaction with the MyCareLink Heart™ app." Medtronic data on file. MyCareLink Heart patient satisfaction. February 2021.



Patient Services

Medtronic

8200 Coral Sea St. NE MVC31

Mounds View, MN 55112

Patient toll-free line:

1.800.551.5544

7:00 a.m. to 7:00 p.m. CT

Monday-Friday

Important safety information

Medtronic CareLink™, MyCareLink™, MyCareLink Smart™ Patient Monitor, MyCareLink Heart™ Mobile Application, MyCareLink Smart™ Application, Medtronic CareLink™ Network and Medtronic MyCareLink Connect™ Patient Website

The Medtronic CareLink, MyCareLink, MyCareLink Smart Patient Monitor, MyCareLink Smart Application, MyCareLink Heart Mobile Application, CareLink Network and the CareLink Mobile Application are indicated for use in the transfer of patient data from some Medtronic implantable cardiac devices to the Medtronic CareLink Network based on physician instructions and as described in the product manuals. The MyCareLink Connect Patient Site is intended to provide patients, their friends/family and caregivers messages regarding transmission status of patient device diagnostic data to the CareLink Network.

The MyCareLink Smart and MyCareLink Heart mobile applications have minimum requirements for the mobile device and operating system. The minimum requirements for the mobile device and operating system are expected to change over time. Periodically, the patient may need to update their mobile device's operating system, or replace their mobile device to continue to use the app to transfer data to the CareLink Network. The MyCareLink Connect Patient Website is dependent on certain browser software, and that software is expected to change over time. Patients that are experiencing technical issues with the MyCareLink Connect Patient Website should contact Medtronic Patient Services at the number below.

Data availability, alert notifications and patient messages are subject to Internet connectivity, access, and service availability. The monitor, monitor reader, or mobile application must be on and in range of the device. The CareLink Network and mobile device accessibility to the CareLink Network may be unavailable at times due to maintenance or updates, or due to coverage being unavailable in your area. These products are not a substitute for appropriate medical attention in the event of an emergency and should only be used as directed by a physician.

The Medtronic CareLink Service is prescribed by your physician. This service is not for everyone. Please talk to your doctor to see if it is right for you. Your physician should discuss all potential benefits and risks with you. Although many patients benefit from the use of this service, results may vary. For further information, please call CareLink Patient Services at 1-800-929-4043 (7:00 a.m. to 7:00 p.m., Monday-Friday, Central Time) or see the Medtronic website at medtronic.com.

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